STATE OF CALIFORNIA
Department of General Services - Office of Procurement
PURCHASE ORDER

Form GSOP 1-PIN (04/98)

	Purchase Order No.	Rev.	Date
	62344		5/4/2009

Supplier No.	Solicitation No.	Delivery Date	FOB Point	Invoice Terms
410012	57301	As Specified	Destination	N45

AAA CMPUTERS & TECHNOLOGIES
46583 FREMONT BOULEVARD
FREMONT, CA 94538

S h i p T o
DEPT OF GENERAL SERVICES
OFC TECHNOLOGY RESOURCES
707 3RD STREET, 3RD FLOOR
WEST SACRAMENTO, CA 95605
Attn: MINH PHAN

C h a r g e T o
GENERAL SERVICES Z-01
OTR INFOR TECH RESOURCES
707 3RD STREET 3RD FL
WEST SACRAMENTO CA 95605

Agency Billing	Agency Purchase Estimate	Purchase Estimate	Revision
30961	3132840	67465	0

Agency Contact	Phone	Date Received
KATHY SCHNABEL	916-375-4789	

Phone: 510-623-7255

Item No.	Quantity	Unit	Commodity Code	Description	Unit Price	Extension

TERMS AND CONDITIONS:

THE ATTACHED STATEMENT OF WORK CONSISTING OF FOUR (4) PAGES IS PART OF
THIS AGREEMENT.

ATTACHMENTS:

The following documents are incorporated into this Agreement and
may be viewed at the website listed:

1. IT General Provisions, GSPD-401 Revised and Effective 6/21/2006
   http://www.pd.dgs.ca.gov/modellang/genprovit.htm

2. Information Technology Maintenance Special Provisions Effective 1/21/03
   http://www.pd.dgs.ca.gov/modellang/Maintenance%20Special%20Provisions.htm

3. Information Technology Software License Special Provisions (Effective 01/21/2003)
   http://www.pd.dgs.ca.gov/modellang/Software%20Special%20Provisions%20.01-21-03.htm

Item No.	Quantity	Unit	Commodity Code	Description	Unit Price	Extension
1	1	EA	9091-250-0052-8	SOFTWARE SUPPORT & MAINTENANCE BLACKBERRY ENTERPRISE SOLUTION T-SUPPORT TX3 PROGRAM	8,302.0000	8,302.00
2	1	EA	9091-250-0052-8	SOFTWARE SUPPORT & MAINTENANCE BLACKBERRY ENTERPRISE SOLUTION T-SUPPORT TX3 PROGRAM	622.0000	622.00
3	300	EA	9091-250-0052-8	SOFTWARE SUPPORT & MAINTENANCE BLACKBERRY ENTERPRISE SOLUTION T-SUPPORT TX3 DEVICES	21.7400	6,522.00

Total Value: 15,446.00

FOB DESTINATION:

For the purpose of this award, only FOB Destination will be accepted.

CHANGE ORDERS:

This Purchase Order may be amended, modified, or

Sales and/or use tax to be extra unless noted above

Buyer	Phone	BOC Number
JOHN MEDEIROS	916-375-4412	

Purchase Order No.	*Revision*	*Date*	*Supplier No.*	*Supplier Name*
62344		5/ 4/2009	410012	AAA CMPUTERS & TECHNOLOGIES

Item No.	*Quantity*	*Unit*	*Commodity Code*	*Description*	*Unit Price*	*Extension*

terminated at any time by mutual agreement of the parties in writing.
Change orders amending, modifying or terminating the Purchase Order,
including any modifications of the compensation payable, may be issued
only by the State Procurement Officer. All such change orders shall be
in writing and issued only upon written concurrence of the supplier.
Termination, as that term is used in this section, does not include
termination for default of the supplier.

STATE CONTRACTS AND PROCUREMENT REGISTRATION:

This Purchase Order has been registered into the State Contracts
and Procurement Registration System (https://www.scprs.dgs.ca.gov).
The Registration Number is: eP 1005542

Department of General Services
Information Technology Services Division

STATEMENT OF WORK

Blackberry Tier 3 Maintenance/Support License Renewals

This Statement of Work ("Agreement") reflects the services to be provided by AAA Computers & Technologies Inc, hereinafter referred to as the "Contractor," for the **Department of General Services, Information Technology Services Division (ITSD),** hereinafter referred to as the "State".

SCOPE

The Contractor will provide one (1) BlackBerry Enterprise Solution T-Support TX3 Program Fee; One (1) BlackBerry Enterprise Solution T-Support TX3 PER Server; and 300 BlacBerry Enterprise Solution T-Support TX 3 Devices and twelve (12) months Support. Support will include the following services:

(List what the support services will include. The following are examples.)

- Telephone Support – BlackBerry technical experts should be available to address support issues as they arise. Tx2 – Tx5 customers can access these experts 24 hours a day, seven days a week.
- Email Support – Email support is managed in the same way as telephone support. Technical support experts should be available to assist 24 hours a day and seven days a week.
- Named Callers – 5 Total Named callers are the BlackBerry experts that are designated to escalate issues to BlackBerry Technical Support. Named callers ensure your technical experts are the ones that get the technical answers that are requested.
- BlackBerry Enterprise Server Support – Work directly with BlackBerry Technical Support experts to resolve technical issues related to BlackBerry Enterprise Server and gain insight into simplified management and centralized control of BlackBerry deployment.
- Support for BlackBerry Connect Technology – BlackBerry Connect technology allows leading handset manufacturers to integrate key BlackBerry functionality, including push email, into devices.
- Software Releases – Free BlackBerry Enterprise Server software releases and support during the upgrade process will enable the use of the most-up-todate tools and functionality the BlackBerry Enterprise Solutions has to offer. This program feature ensures your BlackBerry investment stays current.

- Enhanced Technical Knowledge Center – Receive all the features and benefits of online support in the standard BlackBerry Technical Knowledge Center (TKC). Upon signing into the Enhanced TKC you gain access to:
    - BlackBerry Enterprise Server software upgrades
    - My Service Requests, an online tool that will allow to create, search and view the status of support tickets that has opened with BlackBerry technical support. The capability to edit and/or close any of existing tickets
    - Online chat is an available support option for Tx3 – Tx5 customers

- Priority Queuing – Needed support and do not want to wait, priority queuing takes you to the front of the line.
- Non-Production Server Support – The BlackBerry Enterprise Server used for application development or system backup are support and protected at no additional cost.
- BlackBerry Enterprise Server Migration Support – Requested transition to a new messaging platform or version of the BlackBerry Enterprise Server, should make the process as seamless and unobtrusive as possible. Migration support should offer users a 90-day transition period to cradle their devices when need to migrate. This service at no charge up to two times during the subscription year.
- User Alerts – User alerts allow sending critical messages via PIN-based messaging when standard email channels are cut off or temporarily shut down, ensuring wireless users immediately know the status of the situation or special instructions.
- BlackBerry Enterprise Server Advanced Administration Training – Advanced Administrator helps IT team to manage BlackBerry Enterprise Solution deployment more efficiently and improve the experience of BlackBerry smartphone users. With a Tx1 or Tx2 subscription, to allow to take advantage of a reduced rate on a one-day open session, while a Tx3 subscription entitles to a free one-day open session. With a Tx4 or Tx5 subscription, to take advantage of a free one-day on-site training session at business location for up to 12 attendees. A second day of training should be available at a reduced rate.
- BlackBerry Application Development Incident Support – Developing new applications for BlackBerry solutions with a Tx3 – Tx5 subscription the Application Development Team can assist. The Development Support Incidents will troubleshoot any issues that may arise.
- Code Signing for Controlled APIs – When developing custom applications, one may use controlled BlackBerry application programming interfaces (APIs), provided our applications meet certain identification, security and export control conditions. Contractor can issue you a set of digital keys for code signing at no charge. Requests will be processed within 2 business days for non-Technical Support Services.

The Contractor's support will help the State streamline the product support model by providing quick resolution to questions, trouble shooting solutions, and updates that will help lead to the highest application availability possible.

PERIOD OF PERFORMANCE

The term of this Agreement will be twelve (12) months effective upon the Agreement start date or upon the date the Purchase Order is signed, whichever is later.

CONTRACTOR REQUIREMENTS

- The Contractor shall assist the State in implementing the most effective IT service and support tools.
- The Contractor will attempt to accommodate changes to the State's fluid organization structure with point-and-click customization tools.
- The Contractor will provide updates, hot fixes, and whitepapers that are deemed appropriate for the State's support environment.

STATE RESPONSIBILITIES

The State will provide:

- *Access to proper areas during the installation, including areas to the database, web server, network and workstations*
- *Connectivity between servers and workstations*

BILLING INFORMATION

The Contractor shall submit invoices (including the purchase order number) to the following address:

Department of General Services
Office of Technology Resources
707 3rd Street, 3rd Floor
West Sacramento, CA 95605
Attn: Doris Blueford

POINTS OF CONTACT

Contractor Primary Contact:

AAA Computers & Technologies, Inc.
Ajay Shah
46583 Fremont Blvd
Fremont, CA 94538

Ph: 510-623-7255
Fax: 510-623-7475

<u>State's Primary Contact:</u>

Minh Phan
707 3rd Street, 3rd Floor
West Sacramento, CA 95605
Phone: (916) 375-4792
Fax: (916) 375-4808
Email: Minh.Phan@dgs.ca.gov

Please forward renewal notices to the attention of the State's Primary Contact.

TERMINATION

The State shall have the right to terminate maintenance upon delivery of written notice at least thirty (30) calendar days prior to any scheduled renewal date.